

APPENDIX A**Commenters in WC Docket No. 03-90
Qwest – Minnesota**Commenters

AT&T Corporation
Communications Workers of America
Minnesota Public Utilities Commission
Sprint Communications Company L.P.
WorldCom, Inc. (d/b/a MCI)

Abbreviation

AT&T
CWA
Minnesota Commission
Sprint
MCI

Reply Commenters

AT&T Corporation
Minnesota Public Utilities Commission
Qwest Communications International Inc.
WorldCom, Inc. (d/b/a MCI)

Abbreviation

AT&T
Minnesota Commission
Qwest
MCI

Appendix B

Minnesota Performance Metrics

The data in this appendix are taken from the Minnesota commercial performance data provided to the Commission. *This table is provided as a reference tool for the convenience of the reader. No conclusions are to be drawn from the raw data contained in this table. Our analysis is based on the totality of the circumstances, such that we may use non-metric evidence, and may rely more heavily on some metrics than others, in making our determination. The inclusion of these particular metrics in this table does not necessarily mean that we relied on all of these metrics nor that other metrics may not also be important in our analysis. Some metrics that we have relied on in the past and may rely on for a future application were not included here because there was no data provided for them (usually either because there was no activity, or because the metrics are still under development). Metrics with no retail analog provided are usually compared with a benchmark. Note that for some metrics during the period provided, there may be changes in the metric definition, or changes in the retail analog applied, making it difficult to compare the data over time.*

PERFORMANCE METRIC CATEGORIES

Metric Number	Metric Name
Billing	
BI-1	Time to Provide Recorded Usage Records
BI-2	Invoices Delivered within 10 Days
BI-3	Billing Accuracy - Adjustments for Errors
BI-4	Billing Completeness
BI-5	Billing Accuracy & Claims Processing
Collocation	
CP-1	Collocation Completion Interval
CP-2	Collocations Completed within Scheduled Intervals
CP-3	Collocation Feasibility Study Interval
CP-4	Collocation Feasibility Study Commitments Met
Directory Assistance	
DA-1	Speed of Answer - Directory Assistance
Database Updates	
DB-1	Time to Update Databases
DB-2	Accurate Database Updates
Electronic Gateway Availability	
GA-1	Gateway Availability - IMA-GUI
GA-2	Gateway Availability - IMA-EDI
GA-3	Gateway Availability - EB-TA
GA-4	System Availability - EXACT
GA-6	Gateway Availability - GUI - Repair
GA-7	Timely Outage Resolution Following Software Releases
Maintenance and Repair	
MR-2	Calls Answered within 20 Seconds - Interconnect Repair Center
MR-3	Out of Service Cleared within 24 Hours
MR-4	All Troubles Cleared within 48 Hours
MR-5	All Troubles Cleared within 4 Hours
MR-6	Mean Time to Restore
MR-7	Repair Repeat Report Rate
MR-8	Trouble Rate
MR-9	Repair Appointments Met
MR-10	Customer and Non-Qwest Related Trouble Reports
MR-11	LNP Trouble Reports Cleared within 24 Hours

Metric Number	Metric Name
Network Performance	
NI-1	Trunk Blocking
NP-1	NXX Code Activation
Order Accuracy	
OA-1	Order Accuracy, Default %
Ordering and Provisioning	
OP-2	Calls Answered within 20 Seconds - Interconnect Provisioning Center
OP-3	Installation Commitments Met
OP-4	Installation Interval
OP-5	New Service Installation Quality
OP-6A	Delayed Days for Non-Facility Reasons
OP-6B	Delayed Days for Facility Reasons
OP-7	Coordinated "Hot Cut" Interval - Unbundled Loop
OP-8	Number Portability Timeliness
OP-13	Coordinated Cuts - Unbundled Loop
OP-15A	Interval for Pending Orders Delayed
OP-15B	Number of Pending Orders Delayed for Facility Reasons
OP-17	Timeliness of Disconnects Associated with LNP Orders
Operator Services	
OS-1	Speed of Answer - Operator Services
Pre-Order/Order	
PO-1	Pre-Order/Order Response Times
PO-2	Electronic Flow-through
PO-3	LSR Rejection Notice Interval
PO-4	LSRs Rejected
PO-5	Firm Order Confirmations (FOCs) On Time
PO-6	Work Completion Notification Timeliness
PO-7	Billing Completion Notification Timeliness
PO-8	Jeopardy Notice Interval
PO-9	Timely Jeopardy Notices
PO-10	LSR Accountability
PO-15	Number of Due Date Changes per Order
PO-16	Timely Release Notifications
PO-19	Stand-Alone Test Environment (SATE) Accuracy
PO-20	Manual Service Order Accuracy

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MINNESOTA PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	NOV 2002		DEC 2002		JAN 2002		FEB 2002		MAR 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
BILLING													
BI-1	Time to Provide Recorded Usage Records												
BI-1A	UNEs and Resale Aggregate, Avg Days		1.1	4.11	1.13	4.36	1.25	3.84	4.62	3.95	1.08	3.81	
BI-1B	Jointly-provided Switched Access, %		99.99%		99.99%		99.99%		99.99%		99.99%		
BI-2	Invoices Delivered within 10 Days												
BI-2	All, %		100%		100%		100%		100%		100%		
BI-3	Billing Accuracy - Adjustments for Errors												
BI-3A	UNEs and Resale Aggregate, %		98.47%	98.95%	96.00%	99.30%	98.72%	99.51%	98.81%	99.21%	98.30%	99.52%	
BI-3B	Reciprocal Compensation, %		100%		100%		100%		100%		100%		
BI-4	Billing Completeness												
BI-4A	UNEs and Resale Aggregate, %		93.04%	88.61%	96.24%	96.11%	96.34%	96.55%	97.90%	97.62%	96.81%	97.69%	
BI-4B	Reciprocal Compensation, %		100%		100%		100%		99.97%		100%		
BI-5	Billing Accuracy & Claims Processing												
BI-5A	Acknowledgment, All, %		99.60%		100%		99.36%		97.66%		99.66%		
BI-5B	Resolution, All, %		100%		100%		98.54%		100%		98.60%		
COLLOCATION													
CP-1	Collocation Completion Interval when Scheduled Interval is...												
CP-1A	90 Calendar Days or Less, All, Avg Days		75.75		72.75		68.83		78.5		73		a b c d e
CP-1B	91 to 120 Calendar Days, All, Avg Days				91				81.5				a b c d e
CP-1C	121 to 150 Calendar Days, All, Avg Days		130.38		82		116		109		118		b c d e
CP-2	Collocations Completed within Scheduled Intervals												
CP-2B	Non-Forecasted & Late Forecasted Collocations, All, %		100%		100%		100%		100%		100%		a b c d e
CP-2C	with Intervals Longer than 120 Days, All, %		100%		100%		100%		100%		100%		b c d e
CP-3	Collocation Feasibility Study Interval												
CP-3	All, Avg Days		7.29		5.83		8.83		8.74		8.36		a b c
CP-4	Collocation Feasibility Study Commitments Met												
CP-4	All, %		100%		100%		100%		100%		100%		a b c
DIRECTORY ASSISTANCE													
DA-1	Speed of Answer - Directory Assistance												
DA-1	Avg Sec			8.51		8.24		7.69		8.78		8.18	a b c d e
DATABASE UPDATES													
DB-1	Time to Update Databases												
DB-1A	E911, Hrs:Min		1:12		1:02		1:18		0:58		1:18		
DB-1B	LIDB, Avg Sec		1.46		1.47		1.42		1.74		1.42		
DB-1C-1	Directory Listing, Avg Sec		0.05		0.1		0.34		0.13		0.15		

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Metric Number	Metric Description	DR	NOV 2002		DEC 2002		JAN 2002		FEB 2002		MAR 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
DB-2	Accurate Database Updates												
DB-2C-1	Directory Listing, %		99.02%		98.26%		97.01%		97.93%		97.97%		
ELECTRONIC GATEWAY AVAILABILITY													
GA-1	Gateway Availability - IMA-GUI												
GA-1A	All, %		99.44%		99.67%		96.69%		99.89%		99.98%		
GA-1B	Fetch-n-Stuff, %		100%		100%								c d e
GA-1C	Data Arbiter, %		100%		100%								c d e
GA-1D	SIA, %		100%		100%		100%		99.91%		100%		
GA-2	Gateway Availability - IMA-EDI												
GA-2	All, %		99.39%		99.69%		96.69%		99.89%		100%		
GA-3	Gateway Availability - EB-TA												
GA-3	All, %		100%		100%		99.86%		100%		100%		
GA-4	System Availability - EXACT												
GA-4	All, %		100%		100%		100%		100%		100%		
GA-6	Gateway Availability - GUI - Repair												
GA-6	All, %		100%		100%		97.82%		100%		99.88%		
GA-7	Timely Outage Resolution following Software Releases												
GA-7	All, %										100%		a b c d e
MAINTENANCE AND REPAIR													
MR-2	Calls Answered within Twenty Seconds - Interconnect Repair Center												
MR-2	All, %		92.43%	90.44%	89.25%	87.11%	88.46%	83.51%	89.21%	83.90%	88.70%	85.36%	
MR-3	Out of Service Cleared within 24 Hours												
MR-3	Basic Rate ISDN, %	ND	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	a b c d e
MR-3	Basic Rate ISDN, %	D	100%	98.04%		100%	100%	100%	100%	94.87%	100%	96.88%	a b c d e
MR-3	Business, %	ND	100%	99.34%	100%	100%	100%	98.56%	100%	99.34%	100%	99.30%	a b c d e
MR-3	Business, %	D	100%	96.69%	100%	98.34%	95.45%	98.03%	100%	97.22%	90.48%	96.83%	
MR-3	Centrex 21, %	ND	100%	100%	100%	92.31%	100%	100%	100%	100%	100%	100%	a b c d e
MR-3	Centrex 21, %	D	100%	96.15%	100%	97.53%	100%	97.40%	100%	98.73%	100%	97.75%	a b c d e
MR-3	Centrex, %	ND	100%	100%	100%	100%	100%	100%	100%	100%		100%	a b c d e
MR-3	Centrex, %	D	100%	90.48%	100%	90.00%	60.00%	92.16%	100%	100%	100%	94.12%	a b c d e
MR-3	Line Sharing, %	ND	90.91%	98.17%	100%	99.83%	91.30%	97.20%	100%	99.56%	90.00%	99.42%	b e
MR-3	Line Sharing, %	D	0.00%	96.55%	87.50%	97.15%	93.75%	96.41%	83.33%	96.15%	60.00%	95.12%	a b d e
MR-3	PBX, %	ND	100%	100%	100%	90.70%	100%	100%	100%	100%	100%	100%	b
MR-3	PBX, %	D	100%	91.43%	100%	100%	100%	92.00%	100%	96.67%	100%	89.66%	a b c d e
MR-3	Qwest DSL, %		100%	94.82%	100%	96.40%	100%	95.19%	100%	93.06%	100%	93.44%	a b c d e

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Metric Number	Metric Description	DR	NOV 2002		DEC 2002		JAN 2002		FEB 2002		MAR 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
MR-3	Residence, %	ND	100%	98.03%	100%	99.81%	100%	96.98%	100%	99.59%	96.00%	99.43%	
MR-3	Residence, %	D	97.77%	96.54%	95.16%	97.03%	97.83%	96.25%	96.34%	96.04%	96.50%	94.98%	
MR-3	UBL - 2-wire, %		100%	99.15%	100%	100%	100%	100%	100%	98.11%	100%	98.59%	
MR-3	UBL - ADSL Qualified, %		100%	94.82%		96.40%		95.19%	50.00%	93.06%		93.44%	a b c d e
MR-3	UBL Analog, %		98.62%	96.82%	98.27%	97.57%	99.38%	96.53%	98.53%	96.66%	98.95%	95.58%	
MR-3	UBL ISDN Capable, %		100%	99.15%	100%	100%	100%	100%	100%	98.11%	100%	98.59%	c d
MR-3	UNE-P, POTS, %	ND	97.14%	98.17%	96.15%	99.83%	92.59%	97.20%	100%	99.56%	96.88%	99.42%	
MR-3	UNE-P, POTS, %	D	100%	96.55%	97.33%	97.15%	94.32%	96.41%	99.17%	96.15%	95.36%	95.12%	
MR-3	UNE-P, Centrex 21, %	ND	100%	100%	100%	92.31%	100%	100%	100%	100%	100%	100%	a b c d e
MR-3	UNE-P, Centrex 21, %	D	100%	96.15%	100%	97.53%	100%	97.40%	100%	98.73%	96.15%	97.75%	a
MR-3	UNE-P, Centrex, %	ND	96.15%	100%	100%	100%	100%	100%	100%	100%	100%	100%	d e
MR-3	UNE-P, Centrex, %	D	93.75%	90.48%	95.24%	90.00%	96.83%	92.16%	94.83%	100%	95.83%	94.12%	
MR-4	All Troubles Cleared within 48 Hours												
MR-4	Basic Rate ISDN, %	ND	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	a b c d e
MR-4	Basic Rate ISDN, %	D	100%	100%		100%	100%	100%	100%	100%	100%	100%	a b c d e
MR-4	Business, %	ND	100%	99.74%	100%	99.70%	100%	100%	100%	99.42%	100%	99.70%	
MR-4	Business, %	D	100%	97.90%	100%	98.93%	96.43%	98.23%	96.77%	99.30%	96.97%	98.74%	
MR-4	Centrex 21, %	ND	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	b c d e
MR-4	Centrex 21, %	D	100%	100%	100%	97.94%	100%	98.91%	100%	100%	100%	99.12%	a b c d e
MR-4	Centrex, %	ND	100%	100%	100%	97.83%	100%	100%	100%	98.21%		100%	a b c d e
MR-4	Centrex, %	D	100%	95.59%	100%	96.97%	100%	96.30%	100%	100%	100%	96.61%	a b c d e
MR-4	Line Sharing, %	ND	100%	99.74%	100%	99.73%	100%	99.85%	100%	99.92%	90.00%	99.74%	b e
MR-4	Line Sharing, %	D	100%	98.24%	100%	98.19%	93.75%	98.69%	100%	98.35%	100%	98.41%	a b d e
MR-4	PBX, %	ND	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
MR-4	PBX, %	D	100%	100%	100%	100%	100%	96.67%	100%	100%	100%	97.22%	a b c d e
MR-4	Qwest DSL, %		100%	98.41%	100%	99.28%	100%	98.40%	100%	96.74%	94.12%	96.54%	a b c d
MR-4	Residence, %	ND	100%	99.74%	100%	99.74%	100%	99.82%	100%	100%	98.53%	99.74%	
MR-4	Residence, %	D	99.15%	98.27%	98.79%	98.13%	99.22%	98.74%	100%	98.26%	97.75%	98.38%	
MR-4	UBL - 2-wire, %		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	
MR-4	UBL - ADSL Qualified, %		100%	98.41%		99.28%		98.40%	100%	96.74%		96.54%	a b c d e
MR-4	UBL Analog, %		99.38%	98.61%	100%	98.55%	100%	98.99%	100%	98.70%	100%	98.63%	
MR-4	UBL ISDN Capable, %		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	c d
MR-4	UNE-P, POTS, %	ND	100%	99.74%	100%	99.73%	100%	99.85%	100%	99.92%	99.19%	99.74%	
MR-4	UNE-P, POTS, %	D	98.46%	98.24%	100%	98.19%	100%	98.69%	99.36%	98.35%	97.66%	98.41%	
MR-4	UNE-P, Centrex 21, %	ND	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	

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Metric Number	Metric Description	DR	NOV 2002		DEC 2002		JAN 2002		FEB 2002		MAR 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
MR-4	UNE-P, Centrex 21, %	D	100%	100%	100%	97.94%	100%	98.91%	100%	100%	100%	99.12%	
MR-4	UNE-P, Centrex, %	ND	100%	100%	96.00%	97.83%	100%	100%	100%	98.21%	100%	100%	
MR-4	UNE-P, Centrex, %	D	100%	95.59%	98.80%	96.97%	100%	96.30%	98.65%	100%	98.28%	96.61%	
MR-5	All Troubles Cleared within 4 Hours												
MR-5	DS0, %		87.50%	78.97%	75.00%	78.52%	78.57%	84.94%	50.00%	81.71%	85.71%	79.84%	a b d e
MR-5	DS1, %		73.33%	84.13%	76.47%	85.11%	92.31%	88.30%	76.00%	84.83%	63.64%	84.65%	
MR-5	DS3, %			97.14%		91.30%		96.00%		100%		96.00%	a b c d e
MR-5	E911, %		100%		100%	100%			100%	100%		100%	a b c d e
MR-5	Frame Relay, %			88.03%		76.42%		88.15%		89.52%		85.83%	a b c d e
MR-5	ISDN Primary, %		100%	92.00%		71.79%	100%	90.48%	87.50%	82.76%	100%	92.00%	a b c d e
MR-5	LIS Trunk, %		100%	88.24%	100%	100%	100%	100%	92.31%	100%	100%	88.89%	b c
MR-5	UBL - 4-wire, %			84.13%		85.11%		88.30%		84.83%		84.65%	a b c d e
MR-5	UBL - DS1 Capable, %		90.32%	84.13%	83.33%	85.11%	93.75%	88.30%	80.00%	84.83%	80.65%	84.65%	
MR-5	UBL - DS3 Capable, %			97.14%		91.30%		96.00%		100%		96.00%	a b c d e
MR-5	UDIT Above DS1 Level, %		100%	97.14%	88.89%	91.30%	100%	96.00%	100%	100%	100%	96.00%	a b c d e
MR-5	UDIT DS1, %		100%	84.13%	100%	85.11%	100%	88.30%	100%	84.83%	100%	84.65%	a b c d e
MR-6	Mean Time to Restore												
MR-6	Basic Rate ISDN, Hrs:Min	ND	2:44	1:58	0:53	2:16	5:23	1:51	2:05	1:24	1:10	2:13	a b c d e
MR-6	Basic Rate ISDN, Hrs:Min	D	4:24	5:23		5:27	6:01	3:54	5:18	6:47	2:35	5:36	a b c d e
MR-6	Business, Hrs:Min	ND	1:54	2:48	1:12	2:42	1:22	2:33	0:36	2:46	2:42	2:51	
MR-6	Business, Hrs:Min	D	11:23	12:02	15:46	10:18	11:55	10:47	12:28	11:33	13:20	11:15	
MR-6	Centrex 21, Hrs:Min	ND	1:13	2:37	1:16	2:18	4:41	2:11	0:59	2:36	2:09	2:29	b c d e
MR-6	Centrex 21, Hrs:Min	D	13:23	10:21	7:59	10:07	14:42	9:57	5:51	10:41	11:18	9:01	a b c d e
MR-6	Centrex, Hrs:Min	ND	1:51	4:11	2:33	4:34	15:43	3:53	1:04	6:18		5:29	a b c d e
MR-6	Centrex, Hrs:Min	D	14:53	14:07	11:18	10:26	22:59	13:33	16:24	11:55	14:17	12:18	a b c d e
MR-6	DS0, Hrs:Min		2:53	2:45	2:13	2:58	2:47	2:33	4:16	2:46	2:02	2:47	a b d e
MR-6	DS1, Hrs:Min		3:16	2:13	2:58	2:24	1:40	2:02	2:51	2:17	4:54	2:26	
MR-6	DS3, Hrs:Min			1:26		1:26		1:29		1:11		1:13	a b c d e
MR-6	E911, Hrs:Min		0:35		0:04	1:15			1:05	0:18		0:04	a b c d e
MR-6	Frame Relay, Hrs:Min			2:02		3:06		2:22		2:09		2:06	a b c d e
MR-6	ISDN Primary, Hrs:Min		1:40	1:38		5:16	1:20	1:27	1:42	3:04	0:55	1:49	a b c d e
MR-6	Line Sharing, Hrs:Min	ND	7:22	4:01	3:18	3:44	7:15	4:08	6:10	3:32	12:40	4:21	b e
MR-6	Line Sharing, Hrs:Min	D	1:29	13:27	18:34	13:13	16:31	13:02	16:55	14:12	20:47	13:55	a b d e
MR-6	LIS Trunk, Hrs:Min		0:43	2:16	0:59	0:46	1:39	0:52	1:29	1:05	1:14	1:16	b c
MR-6	PBX, Hrs:Min	ND	1:43	2:37	1:50	5:28	1:21	2:23	1:10	2:27	2:15	2:52	

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Metric Number	Metric Description	DR	NOV 2002		DEC 2002		JAN 2002		FEB 2002		MAR 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
MR-6	PBX, Hrs:Min	D	14:07	15:55	8:41	9:29	4:42	13:10	5:42	9:26	18:22	13:54	a b c d e
MR-6	Qwest DSL, Hrs:Min		0:54	5:33	2:04	4:18	0:02	6:00	0:31	8:44	9:46	7:46	a b c d
MR-6	Residence, Hrs:Min	ND	2:43	4:11	3:58	3:54	4:23	4:25	3:05	3:39	4:25	4:34	
MR-6	Residence, Hrs:Min	D	11:16	13:34	12:42	13:27	12:36	13:14	13:18	14:27	12:49	14:08	
MR-6	UBL - 2-wire, Hrs:Min		2:03	3:26	3:11	3:46	2:40	2:34	3:04	3:19	5:13	3:44	
MR-6	UBL - 4-wire, Hrs:Min			2:13		2:24		2:02		2:17		2:26	a b c d e
MR-6	UBL - ADSL Qualified, Hrs:Min		0:26	5:33		4:18		6:00	13:12	8:44		7:46	a b c d e
MR-6	UBL - DS1 Capable, Hrs:Min		3:10	2:13	2:12	2:24	2:00	2:02	2:53	2:17	2:59	2:26	
MR-6	UBL - DS3 Capable, Hrs:Min			1:26		1:26		1:29		1:11		1:13	a b c d e
MR-6	UBL Analog, Hrs:Min		5:17	11:10	5:28	11:01	4:35	10:45	5:38	11:49	5:38	12:18	
MR-6	UBL ISDN Capable, Hrs:Min		3:07	3:26	2:25	3:46	2:26	2:34	3:14	3:19	3:19	3:44	c d
MR-6	UDIT Above DS1 Level, Hrs:Min		0:46	1:26	1:30	1:26	0:29	1:29	1:28	1:11	0:51	1:13	a b c d e
MR-6	UDIT DS1, Hrs:Min		2:07	2:13	2:06	2:24	1:05	2:02	1:26	2:17	1:14	2:26	a b c d e
MR-6	UNE-P, POTS, Hrs:Min	ND	3:14	4:01	2:51	3:44	3:37	4:08	2:04	3:32	4:11	4:21	
MR-6	UNE-P, POTS, Hrs:Min	D	11:09	13:27	10:05	13:13	11:55	13:02	11:39	14:12	13:16	13:55	
MR-6	UNE-P, Centrex 21, Hrs:Min	ND	2:49	2:37	2:12	2:18	1:57	2:11	2:23	2:36	2:44	2:29	
MR-6	UNE-P, Centrex 21, Hrs:Min	D	12:48	10:21	7:57	10:07	10:04	9:57	10:04	10:41	8:26	9:01	
MR-6	UNE-P, Centrex, Hrs:Min	ND	3:20	4:11	7:06	4:34	4:09	3:53	1:56	6:18	2:38	5:29	
MR-6	UNE-P, Centrex, Hrs:Min	D	10:54	14:07	15:00	10:26	13:58	13:33	12:39	11:55	13:27	12:18	
MR-7	Repair Repeat Report Rate												
MR-7	Basic Rate ISDN, %	ND	0.00%	21.13%	0.00%	7.41%	0.00%	14.67%	0.00%	6.85%	0.00%	7.59%	a b c d e
MR-7	Basic Rate ISDN, %	D	0.00%	13.21%		12.50%	0.00%	9.76%	50.00%	5.00%	50.00%	6.25%	a b c d e
MR-7	Business, %	ND	22.22%	12.96%	23.08%	11.38%	8.70%	11.14%	13.33%	9.33%	6.67%	10.06%	
MR-7	Business, %	D	6.25%	10.26%	15.38%	9.30%	7.14%	8.94%	6.06%	12.79%	18.18%	10.18%	
MR-7	Centrex 21, %	ND	30.77%	14.86%	0.00%	6.41%	50.00%	19.12%	16.67%	14.29%	0.00%	19.40%	b c d e
MR-7	Centrex 21, %	D	40.00%	7.61%	25.00%	7.22%	0.00%	17.02%	0.00%	13.40%	12.50%	11.30%	a b c d e
MR-7	Centrex, %	ND	33.33%	8.33%	0.00%	8.70%	0.00%	11.11%	0.00%	7.14%		10.87%	a b c d e
MR-7	Centrex, %	D	25.00%	6.76%	0.00%	8.33%	20.00%	6.78%	20.00%	2.08%	0.00%	4.92%	a b c d e
MR-7	DS0, %		12.50%	16.59%	0.00%	13.84%	0.00%	14.88%	0.00%	15.68%	0.00%	17.00%	a b d e
MR-7	DS1, %		6.67%	11.24%	23.53%	14.72%	7.69%	12.17%	12.00%	11.68%	9.09%	15.97%	
MR-7	DS3, %			5.71%		4.35%		20.00%		7.14%		16.00%	a b c d e
MR-7	E911, %		12.50%		0.00%	0.00%			0.00%	0.00%		0.00%	a b c d e
MR-7	EELs, %		0.00%		11.11%		18.18%		5.26%		13.33%		a b
MR-7	Frame Relay, %			13.38%		16.98%		13.33%		10.48%		13.39%	a b c d e
MR-7	ISDN Primary, %		0.00%	8.00%		5.13%	0.00%	0.00%	0.00%	13.79%	33.33%	12.00%	a b c d e

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			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
MR-7	Line Sharing, %	ND	27.27%	16.18%	11.11%	14.10%	30.77%	12.69%	17.65%	18.06%	54.55%	15.37%	b
MR-7	Line Sharing, %	D	0.00%	14.58%	50.00%	18.18%	43.75%	17.31%	14.29%	23.02%	16.67%	20.80%	a b d e
MR-7	LIS Trunk, %		0.00%	17.65%	12.50%	0.00%	0.00%	0.00%	15.38%	0.00%	7.14%	0.00%	b c
MR-7	PBX, %	ND	7.14%	12.12%	15.38%	10.91%	4.00%	9.80%	15.00%	10.14%	5.56%	4.44%	
MR-7	PBX, %	D	0.00%	25.00%	0.00%	25.64%	0.00%	29.03%	0.00%	15.63%	0.00%	13.89%	a b c d e
MR-7	Qwest DSL, %		0.00%	15.87%	0.00%	14.75%	0.00%	13.46%	0.00%	19.16%	23.53%	16.38%	a b c d
MR-7	Residence, %	ND	14.29%	10.86%	12.68%	8.07%	3.57%	9.85%	8.77%	8.04%	10.29%	8.80%	
MR-7	Residence, %	D	11.60%	10.78%	10.55%	9.74%	8.27%	9.39%	12.82%	9.12%	8.29%	10.23%	
MR-7	UBL - 2-wire, %		0.00%	17.74%	5.56%	9.80%	0.00%	12.93%	7.14%	6.19%	13.33%	6.99%	
MR-7	UBL - 4-wire, %			11.24%		14.72%		12.17%		11.68%		15.97%	a b c d e
MR-7	UBL - ADSL Qualified, %		0.00%	15.87%		14.75%		13.46%	0.00%	19.16%		16.38%	a b c d e
MR-7	UBL - DS1 Capable, %		16.13%	11.24%	5.56%	14.72%	6.25%	12.17%	15.00%	11.68%	3.23%	15.97%	
MR-7	UBL - DS3 Capable, %			5.71%		4.35%		20.00%		7.14%		16.00%	a b c d e
MR-7	UBL Analog, %		7.04%	10.83%	7.48%	9.44%	9.66%	9.52%	6.07%	9.16%	7.48%	10.02%	
MR-7	UBL ISDN Capable, %		0.00%	17.74%	0.00%	9.80%	10.00%	12.93%	10.00%	6.19%	10.53%	6.99%	c d
MR-7	UDIT Above DS1 Level, %		0.00%	5.71%	0.00%	4.35%	0.00%	20.00%	0.00%	7.14%	0.00%	16.00%	a b c d e
MR-7	UDIT DS1, %		0.00%	11.24%	0.00%	14.72%	0.00%	12.17%	0.00%	11.68%	0.00%	15.97%	a b c d e
MR-7	UNE-P, POTS, %	ND	19.39%	11.12%	14.44%	8.49%	7.95%	10.04%	14.66%	8.22%	13.71%	8.96%	
MR-7	UNE-P, POTS, %	D	11.03%	10.74%	11.50%	9.71%	13.82%	9.36%	9.15%	9.41%	12.23%	10.22%	
MR-7	UNE-P, Centrex 21, %	ND	22.58%	14.86%	16.67%	6.41%	9.09%	19.12%	10.34%	14.29%	9.09%	19.40%	
MR-7	UNE-P, Centrex 21, %	D	12.50%	7.61%	7.69%	7.22%	15.38%	17.02%	23.33%	13.40%	19.51%	11.30%	
MR-7	UNE-P, Centrex, %	ND	16.95%	8.33%	22.00%	8.70%	6.45%	11.11%	4.76%	7.14%	16.00%	10.87%	
MR-7	UNE-P, Centrex, %	D	8.64%	6.76%	10.23%	8.33%	18.52%	6.78%	13.92%	2.08%	4.92%	4.92%	
MR-7	UNE-P, Centrex, %	ND	0.00%	20.45%		3.03%	0.00%	21.15%	0.00%	8.33%	0.00%	8.93%	a b c d e
MR-7*	Basic Rate ISDN, %	D	0.00%	12.77%		8.89%	0.00%	10.53%	50.00%	5.88%	50.00%	5.00%	a b c d e
MR-7*	Basic Rate ISDN, %	ND	33.33%	12.14%	10.00%	11.62%	12.50%	12.20%	12.50%	11.94%	9.09%	12.02%	a b c d
MR-7*	Business, %	D	7.14%	10.52%	12.00%	8.09%	8.00%	9.04%	6.90%	12.14%	13.79%	10.35%	
MR-7*	Business, %	ND	33.33%	17.78%	0.00%	8.33%	57.14%	18.92%	0.00%	17.74%	0.00%	23.68%	b c d e
MR-7*	Centrex 21, %	D	50.00%	5.88%	28.57%	8.33%	0.00%	16.87%	0.00%	13.64%	12.50%	13.13%	a b c d e
MR-7*	Centrex 21, %	ND		10.81%		11.43%	0.00%	5.71%	0.00%	6.82%		11.11%	a b c d e
MR-7*	Centrex, %	D	25.00%	7.69%	0.00%	10.00%	20.00%	7.41%	0.00%	2.50%	0.00%	6.00%	a b c d e
MR-7*	Centrex, %		14.29%	16.51%	0.00%	13.62%	0.00%	12.98%	0.00%	15.58%	0.00%	17.16%	a b d e
MR-7*	DS0, %		7.69%	12.14%	27.27%	13.94%	6.67%	12.33%	18.75%	12.22%	6.67%	15.74%	
MR-7*	DS1, %			4.35%		0.00%		22.22%		5.56%		7.14%	a b c d e
MR-7*	DS3, %				0.00%	0.00%			0.00%	0.00%		0.00%	a b c d e
MR-7*	E911, %		16.67%		0.00%	0.00%			0.00%	0.00%		0.00%	a b c d e

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			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
MR-7*	EELs, %		0.00%		14.29%		0.00%		5.56%		7.69%		a b c
MR-7*	Frame Relay, %			13.00%		18.75%		13.08%		10.53%		14.58%	a b c d e
MR-7*	ISDN Primary, %		0.00%	9.52%		7.14%	0.00%	0.00%	0.00%	13.04%	100%	15.00%	a b c d e
MR-7*	Line Sharing, %	ND	25.00%	15.97%	0.00%	14.20%	33.33%	13.13%	25.00%	18.51%	25.00%	15.83%	a b d e
MR-7*	Line Sharing, %	D	0.00%	0.00%	66.67%	22.22%	35.71%	22.73%	0.00%	26.52%	0.00%	23.57%	a b d e
MR-7*	LIS Trunk, %		0.00%	16.67%	16.67%	0.00%	0.00%	0.00%	20.00%	0.00%	7.69%	0.00%	b c d
MR-7*	PBX, %	ND	7.69%	8.70%	0.00%	8.33%	0.00%	9.68%	13.33%	11.11%	6.67%	4.88%	b
MR-7*	PBX, %	D	0.00%	23.08%	0.00%	21.43%	0.00%	28.57%	0.00%	14.81%	0.00%	16.13%	a b c d e
MR-7*	Qwest DSL, %		0.00%	13.01%				14.29%	0.00%	19.90%	33.33%	17.19%	a b c d
MR-7*	Residence, %	ND	24.24%	11.97%	22.22%	8.63%	0.00%	10.52%	7.69%	9.26%	7.69%	9.41%	
MR-7*	Residence, %	D	11.90%	10.63%	10.66%	9.55%	8.40%	9.23%	12.94%	9.01%	7.14%	10.08%	
MR-7*	UBL - 2-wire, %		0.00%	16.48%	6.67%	6.41%	0.00%	16.67%	7.69%	7.32%	16.67%		a
MR-7*	UBL - 4-wire, %			12.14%		13.94%		12.33%		12.22%		15.74%	a b c d e
MR-7*	UBL - ADSL Qualified, %		0.00%	13.01%		15.00%		14.29%	0.00%	19.90%		17.19%	a b c d e
MR-7*	UBL - DS1 Capable, %		16.67%	12.14%	0.00%	13.94%	7.41%	12.33%	6.67%	12.22%	0.00%	15.74%	
MR-7*	UBL - DS3 Capable, %			4.35%		0.00%		22.22%		5.56%		7.14%	a b c d e
MR-7*	UBL Analog, %		6.22%	10.80%	7.60%	9.40%	10.15%	9.45%	5.66%	9.31%	7.43%	10.07%	
MR-7*	UBL ISDN Capable, %		0.00%	16.48%	0.00%	6.41%	10.00%	16.67%	10.00%	7.32%	11.11%		c d
MR-7*	UDIT Above DS1 Level, %		0.00%	4.35%	0.00%	0.00%		22.22%	0.00%	5.56%	0.00%	7.14%	a b c d e
MR-7*	UDIT DS1, %		0.00%	12.14%	0.00%	13.94%	0.00%	12.33%	0.00%	12.22%	0.00%	15.74%	a b c d e
MR-7*	UNE - P, POTS, %	ND	17.91%	11.99%	16.95%	9.11%	8.20%	10.86%	17.11%	9.73%	9.64%	9.78%	
MR-7*	UNE - P, POTS, %	D	11.11%	10.62%	11.65%	9.45%	12.62%	9.22%	9.27%	9.26%	12.98%	10.10%	
MR-7*	UNE P, Centrex 21, %	ND	28.57%	17.78%	10.00%	8.33%	12.50%	18.92%	10.53%	17.74%	14.29%	23.68%	b
MR-7*	UNE P, Centrex 21, %	D	7.14%	5.88%	8.00%	8.33%	5.00%	16.87%	23.08%	13.64%	13.89%	13.13%	
MR-7*	UNE P, Centrex, %	D	8.57%	7.69%	10.84%	10.00%	18.92%	7.41%	14.10%	2.50%	5.26%	6.00%	
MR-7*	UNE P, Centrex, %	ND	19.05%	10.81%	21.21%	11.43%	6.25%	5.71%	6.25%	6.82%	5.56%	11.11%	
MR-8 Trouble Rate													
MR-8	Basic Rate ISDN, %		0.64%	0.30%	0.13%	0.25%	0.74%	0.28%	0.86%	0.28%	1.31%	0.37%	
MR-8	Business, %		0.48%	0.42%	0.41%	0.37%	0.53%	0.38%	0.52%	0.40%	0.52%	0.49%	
MR-8	Centrex 21, %		0.73%	0.40%	0.62%	0.43%	0.64%	0.40%	0.82%	0.48%	1.12%	0.47%	
MR-8	Centrex, %		0.64%	0.13%	0.87%	0.08%	0.58%	0.11%	0.84%	0.10%	0.22%	0.11%	
MR-8	DS0, %		0.43%	0.44%	0.21%	0.42%	0.76%	0.56%	0.43%	0.43%	0.39%	0.51%	
MR-8	DS1, %		1.65%	1.22%	1.84%	1.25%	2.74%	1.30%	2.61%	1.34%	2.23%	1.32%	
MR-8	DS3, %		0.00%	1.01%	0.00%	0.66%	0.00%	0.72%	0.00%	0.81%	0.00%	0.72%	a b c d e
MR-8	E911, %		1.03%	0.00%	0.13%	0.07%	0.00%	0.00%	0.37%	0.34%	0.00%	0.07%	

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			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
MR-8	EELs, %		1.86%		2.15%		2.37%		3.56%		2.63%		
MR-8	Frame Relay, %			1.54%		1.15%		1.52%		1.21%		1.51%	a b c d e
MR-8	ISDN Primary, %		0.10%	0.03%	0.00%	0.04%	0.09%	0.02%	0.35%	0.03%	0.12%	0.03%	
MR-8	Line Sharing, %		0.71%	0.84%	0.95%	0.74%	2.32%	0.68%	1.28%	0.74%	0.84%	1.05%	
MR-8	LIS Trunk, %		0.01%	0.01%	0.00%	0.01%	0.01%	0.00%	0.01%	0.01%	0.01%	0.01%	
MR-8	PBX, %		0.15%	0.14%	0.13%	0.12%	0.22%	0.10%	0.20%	0.13%	0.17%	0.11%	
MR-8	Qwest DSL, %		1.30%	0.99%	5.00%	1.12%	2.38%	1.28%	0.27%	1.84%	2.13%	1.77%	
MR-8	Residence, %		0.91%	0.93%	0.68%	0.82%	0.68%	0.74%	0.70%	0.82%	1.04%	1.17%	
MR-8	UBL - 2-wire, %		0.25%	0.30%	0.38%	0.25%	0.39%	0.28%	0.29%	0.28%	0.30%	0.37%	
MR-8	UBL - 4-wire, %		0.00%	1.22%	0.00%	1.25%	0.00%	1.30%	0.00%	1.34%	0.00%	1.32%	a b c d e
MR-8	UBL - ADSL Qualified, %		0.85%	0.99%	0.00%	1.12%	0.00%	1.28%	1.87%	1.84%	0.00%	1.77%	
MR-8	UBL - DS1 Capable, %		2.41%	1.22%	1.34%	1.25%	2.29%	1.30%	1.38%	1.34%	2.07%	1.32%	
MR-8	UBL - DS3 Capable, %			1.01%		0.66%		0.72%		0.81%		0.72%	a b c d e
MR-8	UBL Analog, %		0.50%	0.84%	0.40%	0.74%	0.38%	0.68%	0.40%	0.74%	0.59%	1.05%	
MR-8	UBL ISDN Capable, %		0.76%	0.30%	0.72%	0.25%	0.56%	0.28%	0.55%	0.28%	1.05%	0.37%	
MR-8	UDIT Above DS1 Level, %		1.23%	1.01%	5.42%	0.66%	0.60%	0.72%	3.36%	0.81%	0.92%	0.72%	
MR-8	UDIT DS1, %		0.54%	1.22%	0.55%	1.25%	1.10%	1.30%	1.12%	1.34%	1.64%	1.32%	
MR-8	UNE-P, POTS, %		0.69%	0.84%	0.56%	0.74%	0.56%	0.68%	0.72%	0.74%	0.84%	1.05%	
MR-8	UNE-P, Centrex 21, %		0.47%	0.40%	0.43%	0.43%	0.45%	0.40%	0.54%	0.48%	0.58%	0.47%	
MR-8	UNE-P, Centrex, %		0.49%	0.13%	0.52%	0.08%	0.44%	0.11%	0.47%	0.10%	0.42%	0.11%	
MR-9	Repair Appointments Met												
MR-9	Basic Rate ISDN, %	ND		100%		100%	100%	100%	100%	100%		100%	a b c d e
MR-9	Basic Rate ISDN, %	D		100%		66.67%		100%		100%		100%	a b c d e
MR-9	Business, %	ND	94.44%	98.94%	100%	98.20%	100%	97.97%	100%	99.13%	100%	99.41%	
MR-9	Business, %	D	100%	95.24%	100%	95.49%	92.86%	96.46%	96.97%	97.04%	90.91%	96.33%	
MR-9	Centrex 21, %	ND	100%	97.30%	100%	98.72%	100%	100%	100%	100%	100%	98.51%	b c d e
MR-9	Centrex 21, %	D	80.00%	93.48%	100%	95.88%	100%	92.55%	100%	93.81%	100%	95.65%	a b c d e
MR-9	Centrex, %	ND	100%	96.61%	100%	93.48%	100%	100%	100%	100%		97.50%	a b c d e
MR-9	Centrex, %	D	100%	88.73%	100%	91.43%	80.00%	91.38%	100%	88.37%	100%	98.28%	a b c d e
MR-9	PBX, %	ND	100%	96.77%	100%	100%	100%	100%	100%	95.83%	100%	100%	a b c d e
MR-9	PBX, %	D	100%	85.00%	66.67%	100%	100%	96.15%	100%	96.15%	100%	100%	a b c d e
MR-9	Residence, %	ND	98.70%	99.01%	100%	99.34%	100%	98.43%	100%	99.77%	100%	99.45%	
MR-9	Residence, %	D	97.51%	95.29%	94.14%	95.25%	97.74%	96.00%	97.07%	94.93%	97.56%	96.11%	
MR-9	UNE-P, POTS, %	ND	96.94%	99.00%	98.89%	99.19%	97.73%	98.36%	99.14%	99.68%	97.58%	99.44%	
MR-9	UNE-P, POTS, %	D	96.32%	95.28%	97.35%	95.27%	100%	96.03%	97.56%	95.10%	96.51%	96.13%	

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Metric Number	Metric Description	DR	NOV 2002		DEC 2002		JAN 2002		FEB 2002		MAR 2003		Notes
			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
MR-11	LNP Trouble Reports Cleared												
MR-11B	Volumes 0-20, LNP, Days		1	1	1	1		1	1	1	1	1	a b c d e
NETWORK PERFORMANCE													
NI-1	Trunk Blocking												
NI-1A	to Qwest Tandem Offices, LIS Trunk, %		0.00%	0.03%	0.00%	0.22%	0.05%	0.00%	0.01%	0.00%	0.02%	0.00%	
NI-1B	to Qwest End Offices, LIS Trunk, %		0.04%	0.00%	0.00%	0.00%	0.00%	0.00%	0.01%	0.04%	0.00%	0.00%	
NI-1C	to Qwest Tandem Offices, LIS Trunk, %		0.73%	0.03%	0.47%	0.22%	1.69%	0.00%	0.74%	0.00%	0.19%	0.00%	
NI-1D	to Qwest End Offices, LIS Trunk, %		0.06%	0.00%	0.03%	0.00%	1.55%	0.00%	0.13%	0.04%	0.00%	0.00%	
NP-1	NXX Code Activation												
NP-1A	All, %		100%		100%		100%		100%		100%		a b c d e
ORDER ACCURACY													
OA-1	All, %		99.75%		99.90%		99.55%		99.43%		99.43%		
ORDERING AND PROVISIONING													
OP-2	Calls Answered within Twenty Seconds - Interconnect Provisioning Center												
OP-2	All, %		98.19%	77.80%	98.92%	84.04%	98.17%	75.49%	99.30%	83.16%	98.57%	80.84%	
OP-3	Installation Commitments Met												
OP-3	Basic Rate ISDN, %	ND	100%	100%	100%	100%	100%	100%	66.67%	100%	100%	100%	a b c d e
OP-3	Basic Rate ISDN, %	D		100%		100%		100%	100%	100%		100%	a b c d e
OP-3	Basic Rate ISDN, %		91.67%	92.11%	83.33%	84.59%	66.67%	93.87%	100%	87.89%	100%	95.58%	b c d e
OP-3	Business, %	ND	100%	99.45%	100%	94.63%	100%	97.60%	100%	97.07%	100%	99.08%	
OP-3	Business, %	D	93.75%	90.41%	93.75%	92.34%	100%	93.54%	100%	94.87%	100%	97.02%	
OP-3	Centrex 21, %	ND	100%	95.52%	100%	100%	100%	100%	100%	94.29%	100%	97.30%	
OP-3	Centrex 21, %	D	100%	89.90%	80.00%	93.00%	100%	95.19%	100%	94.51%	100%	92.31%	a b c d e
OP-3	Centrex, %	ND		100%		70.83%		100%		100%		100%	a b c d e
OP-3	Centrex, %	D		96.79%		99.43%		97.60%		97.83%		98.25%	a b c d e
OP-3	DS0, %	ND	100%	100%	100%	100%	50.00%	100%		100%	100%	0.00%	a b c d e
OP-3	DS0, %	D				100%		80.00%	0.00%		100%	100%	a b c d e
OP-3	DS0, %		100%	55.56%	100%	61.90%	83.33%	69.23%	100%	84.21%	80.00%	76.92%	a b c d e
OP-3	DS1, %		100%	86.23%	100%	85.53%	100%	88.62%	83.33%	90.66%	75.00%	92.02%	a b c d e
OP-3	DS3, %			86.36%		89.47%		75.00%	100%	68.09%		87.95%	a b c d e
OP-3	E911, %		100%				100%		100%				a b c d e
OP-3	EELs, %		92.00%		79.41%		85.00%		85.71%		70.21%		
OP-3	Frame Relay, %			85.37%		88.51%		95.41%		90.16%		82.09%	a b c d e
OP-3	ISDN Primary, %	ND		100%		100%		100%		100%	100%		a b c d e
OP-3	ISDN Primary, %	D		50.00%				0.00%		100%			a b c d e

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			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
OP-3	ISDN Primary, %		75.00%	78.79%	93.33%	70.49%	71.43%	78.18%	100%	70.59%	81.82%	62.03%	a c d
OP-3	Line Sharing, %	ND	100%	99.55%	100%	99.26%	100%	99.56%	100%	99.54%	100%	99.66%	
OP-3	Line Sharing, %	D		90.80%		91.66%		93.82%		95.69%		97.70%	a b c d e
OP-3	LIS Trunk, %		87.93%	96.67%	99.29%	85.71%	100%	96.67%	95.88%	89.66%	98.31%	84.62%	
OP-3	PBX, %	ND	100%	88.89%	100%	100%	100%	87.50%	100%	100%	66.67%	100%	a b c d e
OP-3	PBX, %	D		86.49%	0.00%	88.46%	100%	91.67%	100%	91.30%		89.47%	a b c d e
OP-3	PBX, %		94.87%	74.36%	96.15%	37.50%	100%	76.00%	100%	81.82%	68.92%	64.29%	
OP-3	Qwest DSL, %	ND	98.48%	99.45%	97.80%	99.23%	100%	99.09%	98.70%	99.39%	100%	99.24%	
OP-3	Qwest DSL, %	D	80.00%	96.62%	100%	97.24%	100%	97.75%	100%	96.88%	90.91%	95.25%	a b c d
OP-3	Qwest DSL, %		100%	100%	100%	90.48%	100%	92.31%	87.50%	83.33%	100%	94.74%	a b c d
OP-3	Residence, %	ND	100%	99.55%	99.83%	99.38%	99.87%	99.60%	99.79%	99.60%	99.81%	99.67%	
OP-3	Residence, %	D	94.51%	90.91%	94.07%	91.48%	94.47%	93.90%	96.93%	95.94%	97.98%	97.90%	
OP-3	UBL - 2-wire, %		99.43%	93.75%	98.16%	86.73%	98.86%	94.25%	99.37%	88.26%	100%	95.85%	
OP-3	UBL - 4-wire, %		100%	86.23%		85.53%		88.62%		90.66%		92.02%	a b c d e
OP-3	UBL - ADSL Qualified, %		100%	96.62%	100%	97.09%	100%	97.75%	100%	96.91%	100%	95.32%	a c d e
OP-3	UBL - DS1 Capable, %		92.16%	86.23%	89.58%	85.53%	93.55%	88.62%	89.58%	90.66%	100%	92.02%	
OP-3	UBL - DS3 Capable, %			86.36%		89.47%		75.00%		68.09%		87.95%	a b c d e
OP-3	UBL Analog, %	ND											a b c d e
OP-3	UBL Analog, %	D											a b c d e
OP-3	UBL Analog, %		98.60%	90.80%	98.44%	91.66%	98.60%	93.82%	98.75%	95.69%	99.22%	97.70%	
OP-3	UBL Conditioned, %		54.55%		77.42%		87.88%		94.12%		96.00%		
OP-3	UBL ISDN Capable, %		85.00%	93.75%	97.56%	86.73%	93.55%	94.25%	94.12%	87.89%	90.48%	95.58%	
OP-3	UDIT Above DS1 Level, %		100%	86.36%		89.47%	100%	75.00%	100%	68.09%	0.00%	87.95%	a b c d e
OP-3	UDIT DS1, %		100%	86.23%	100%	85.53%		88.62%	100%	90.66%	77.78%	92.02%	a b c d e
OP-3	UNE-P, POTS, %	ND	99.73%	99.55%	99.51%	99.26%	99.64%	99.56%	99.80%	99.54%	99.89%	99.66%	
OP-3	UNE-P, POTS, %	D	96.81%	90.80%	95.79%	91.66%	98.43%	93.82%	96.41%	95.69%	97.08%	97.70%	
OP-3	UNE-P, Centrex 21, %	ND	100%	95.52%	96.15%	100%	100%	100%	95.08%	94.29%	94.12%	97.30%	
OP-3	UNE-P, Centrex 21, %	D	100%	89.90%	95.00%	93.00%	100%	95.19%	100%	94.51%	95.00%	92.31%	
OP-3	UNE-P, Centrex, %	ND	100%	100%	97.78%	70.83%	97.50%	100%	100%	100%	100%	100%	
OP-3	UNE-P, Centrex, %	D	98.25%	96.79%	89.74%	99.43%	98.25%	97.60%	94.64%	97.83%	97.78%	98.25%	
OP-4	Installation Interval												
OP-4	Basic Rate ISDN, Avg Days	ND	2	3.11	3	3	3.5	2		2.5	4	3	a b c d e
OP-4	Basic Rate ISDN, Avg Days	D		2.25		1		3	2	0		2	a b c d e
OP-4	Basic Rate ISDN, Avg Days		7.73	10.89	7	10.65	7.5	8.91	3	8.75	3.5	7.59	b c d e
OP-4	Business, Avg Days	ND	1.57	1.91	1.94	2.82	2.5	2.21	2.24	1.84	2.33	3.11	

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			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
OP-4	Business, Avg Days	D	3.91	6.03	4.5	5.39	3.3	4.8	5.26	4.93	2.56	4.84	
OP-4	Centrex 21, Avg Days	ND	3.22	5.26	5	3.19	3	3.29	2	2.64	5.5	3.37	abcde
OP-4	Centrex 21, Avg Days	D	4	7.8	4.8	4.84	5.33	4.93	2.33	5.3	4	7.14	abcde
OP-4	Centrex, Avg Days	ND		5		5.57		3.51		4.57		4.84	abcde
OP-4	Centrex, Avg Days	D		7.96		7.54		6.11		5.88		7.19	abcde
OP-4	DS0, Avg Days	ND	5	2	7	7	5	3.5		4	5	9	abcde
OP-4	DS0, Avg Days	D				4		4.8	8.8		5.5	4.67	abcde
OP-4	DS0, Avg Days		6.57	10.77	8.7	13.56	6	6.65	7	9.8	8.6	10.38	abcde
OP-4	DS1, Avg Days		4.5	11.85	7	13.84	8	12.12	13.25	11.88	16.6	11.88	abcde
OP-4	DS3, Avg Days			18.94		18.06		17.11	12	14.58		13.6	abcde
OP-4	E911, Avg Days		9	27			8.6	35	61.25	92	32	15	abce
OP-4	EELs, Avg Days		5.29		9.33		5.62		6.67		7		abde
OP-4	Frame Relay, Avg Days			10		21						13	abcde
OP-4	ISDN Primary, Avg Days	ND		3.57		3.33		2		8	8		abcde
OP-4	ISDN Primary, Avg Days	D		4				10		3			abcde
OP-4	ISDN Primary, Avg Days		8.14	15.57	5.92	17.99	5.4	28.28	8.22	13.31	6.06	20.95	acd
OP-4	Line Sharing, Avg Days	ND	2.95	3.03	3	2.83	2.99	2.49	2.94	2.39	3	2.48	
OP-4	Line Sharing, Avg Days	D		5.79		5.41		4.75		4.87		4.9	abcde
OP-4	LIS Trunk, Avg Days		16.61	20.66	10.82	14.43	11.49	15.35	11.82	12.65	17.31	16.45	
OP-4	PBX, Avg Days	ND	5.33	2.88	6	2	4.8	1.8	1.6	2.17	5.67	1.38	abcde
OP-4	PBX, Avg Days	D		8.41	7	9.38	3	5.83	6.5	6.78	3	4.37	abcde
OP-4	PBX, Avg Days		6.76	12.11	6.49	17.27	5.9	16.83	6.97	11.05	9.22	13.55	
OP-4	Qwest DSL, Avg Days	ND	4.83	4.92	4.68	4.95	4.68	4.9	4.7	4.95	5.12	4.95	
OP-4	Qwest DSL, Avg Days	D	6	5.53	5.17	5.54	6.29	5.42	6	5.35	6.55	5.58	abcd
OP-4	Qwest DSL, Avg Days		5.75	6	5.5	7.55	6.75	4.67	7.67	6.81	5	4.39	abcde
OP-4	Residence, Avg Days	ND	2.12	3.05	2.43	2.83	2.3	2.5	2.25	2.4	1.87	2.47	
OP-4	Residence, Avg Days	D	3.71	5.72	3.23	5.41	3.3	4.73	3.12	4.86	3.04	4.91	
OP-4	UBL - 2-wire, Avg Days		4.04	10.04	4.15	10.28	3.82	8.76	4.33	8.66	4.05	7.36	
OP-4	UBL - 4-wire, Avg Days		5	11.85		13.84		12.12		11.88		11.88	abcde
OP-4	UBL - ADSL Qualified, Avg Days		4	5.52	4.78	5.53	4.38	5.43	4.25	5.37	3.5	5.55	abcde
OP-4	UBL - DS1 Capable, Avg Days		6.5	11.85	6.37	13.84	5.14	12.12	7.91	11.88	5.68	11.88	
OP-4	UBL - DS3 Capable, Avg Days			18.94		18.06		17.11		14.58		13.6	abcde
OP-4	UBL Analog, Avg Days	ND											abcde
OP-4	UBL Analog, Avg Days	D											abcde
OP-4	UBL Analog, Avg Days		5.09	5.79	5.26	5.41	5.19	4.75	5.39	4.87	5.14	4.9	

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			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
OP-4	UBL Conditioned, Avg Days		9.76		7.05		7.32		5.72		5.56		
OP-4	UBL ISDN Capable, Avg Days		5.23	10.04	4.26	10.28	4.53	8.76	4.25	8.75	4.57	7.59	
OP-4	UDIT Above DS1 Level, Avg Days		4.5	18.94	7.5	18.06	9	17.11	9	14.58	18.5	13.6	a b c d e
OP-4	UDIT DS1, Avg Days		7.57	11.85	7	13.84		12.12	11	11.88	7.56	11.88	a b c d e
OP-4	UNE-P, POTS, Avg Days	ND	2.29	3.03	2.58	2.83	2.34	2.49	2.55	2.39	2.14	2.48	
OP-4	UNE-P, POTS, Avg Days	D	3.79	5.79	4.52	5.41	3.53	4.75	4.31	4.87	4.25	4.9	
OP-4	UNE-P, Centrex 21, Avg Days	ND	2.54	5.26	2.8	3.19	2.25	3.29	5.67	2.64	3.5	3.37	b c e
OP-4	UNE-P, Centrex 21, Avg Days	D	3.86	7.8	7.1	4.84	4.27	4.93	4.56	5.3	6.8	7.14	
OP-4	UNE-P, Centrex, Avg Days	ND	4.43	5	5.11	5.57	5	3.51	5.26	4.57	4.91	4.84	
OP-4	UNE-P, Centrex, Avg Days	D	5.67	7.96	5.59	7.54	5.3	6.11	6.93	5.88	7.15	7.19	
OP-5	New Service Installation Quality												
OP-5	Basic Rate ISDN, %		100%	98.76%	100%	98.19%	100%	97.83%	84.62%	97.21%	100%	95.69%	a e
OP-5	Business, %		97.83%	95.00%	94.81%	94.16%	96.00%	94.58%	90.91%	94.65%	94.12%	94.04%	
OP-5	Centrex 21, %		86.21%	94.48%	100%	93.45%	94.59%	94.16%	100%	90.37%	96.43%	91.87%	
OP-5	Centrex, %			99.42%		98.59%		100%		98.62%		100%	a b c d e
OP-5	DS0, %		100%	100%	100%	96.88%	100%	87.88%	100%	96.77%	100%	73.33%	d
OP-5	DS1, %		100%	95.99%	100%	96.74%	100%	96.32%	100%	96.58%	100%	95.83%	a b c d e
OP-5	DS3, %			98.18%		94.44%		100%	100%	91.03%	100%	93.83%	a b c d e
OP-5	E911, %		100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	a b c
OP-5	EELs, %		100%		92.11%		95.45%		94.44%		98.28%		
OP-5	Frame Relay, %			93.90%		96.55%		95.10%		95.94%		96.08%	a b c d e
OP-5	ISDN Primary, %		100%	95.65%	91.67%	94.90%	100%	100%	100%	95.29%	100%	96.43%	a d
OP-5	Line Sharing, %		95.90%	92.40%	93.72%	92.17%	90.50%	92.24%	94.42%	92.04%	96.64%	90.77%	
OP-5	LIS Trunk, %		98.44%	97.83%	98.18%	100%	98.15%	100%	100%	100%	98.64%	100%	
OP-5	PBX, %		94.44%	94.38%	97.96%	94.25%	93.33%	96.55%	98.11%	96.34%	98.31%	94.37%	
OP-5	Qwest DSL, %		99.17%	99.97%	97.78%	99.93%	99.00%	99.97%	98.91%	99.94%	98.98%	100%	
OP-5	Residence, %		96.16%	92.15%	96.57%	91.98%	96.12%	92.01%	95.15%	91.78%	94.20%	90.45%	
OP-5	UBL - 2-wire, %		97.25%	97.51%	96.05%	96.37%	95.98%	95.67%	97.08%	97.21%	98.59%	95.69%	
OP-5	UBL - 4-wire, %		100%	95.99%	100%	96.74%		96.32%		96.58%		95.83%	a b c d e
OP-5	UBL - ADSL Qualified, %		66.67%	99.82%	100%	99.61%	100%	99.83%	100%	99.64%	100%	100%	a b c d e
OP-5	UBL - DS1 Capable, %		91.36%	95.99%	95.16%	96.74%	94.12%	96.32%	94.12%	96.58%	88.57%	95.83%	
OP-5	UBL - DS3 Capable, %			98.18%		94.44%		100%		91.03%		93.83%	a b c d e
OP-5	UBL Analog, %		98.01%	76.76%	98.53%	75.93%	98.59%	75.76%	97.61%	74.74%	98.11%	71.10%	
OP-5	UBL ISDN Capable, %		98.00%	97.51%	97.67%	96.37%	97.44%	95.67%	97.06%	97.08%	95.12%	95.47%	
OP-5	UDIT Above DS1 Level, %		100%	98.18%	100%	94.44%	100%	100%	100%	91.03%	100%	93.83%	a b c d e

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			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
OP-5	UDIT DS1, %		100%	95.99%	100%	96.74%	100%	96.32%	100%	96.58%	100%	95.83%	abcde
OP-5	UNE-P, POTS, %		96.49%	92.40%	96.43%	92.17%	95.86%	92.24%	95.53%	92.04%	97.60%	90.77%	
OP-5	UNE-P, Centrex 21, %		95.69%	94.48%	98.81%	93.45%	97.09%	94.16%	96.26%	90.37%	100%	91.87%	
OP-5	UNE-P, Centrex, %		99.19%	98.85%	100%	97.18%	100%	100%	100%	98.62%	100%	100%	
OP-6A	Delayed Days for Non-Facility Reasons								2				abcde
OP-6A	Basic Rate ISDN, Avg Days	ND											abcde
OP-6A	Basic Rate ISDN, Avg Days	D											abcde
OP-6A	Basic Rate ISDN, Avg Days			16.15	12	6.81	3	5.82		4.33		3.17	abcde
OP-6A	Business, Avg Days	ND		12.67		11.74		7.78		13.11		4.33	abcde
OP-6A	Business, Avg Days	D	2	4.65		5.13	1	4.52		5.54		4.26	abcde
OP-6A	Centrex 21, Avg Days	ND		21.25						3		8	abcde
OP-6A	Centrex 21, Avg Days	D		28.14	1	1		2.75		1.67		1	abcde
OP-6A	Centrex, Avg Days	ND				7		1					abcde
OP-6A	Centrex, Avg Days	D		30.25		17.89		5		3.75		6	abcde
OP-6A	DS0, Avg Days	ND					1					1	abcde
OP-6A	DS0, Avg Days	D						1	1				abcde
OP-6A	DS0, Avg Days			10		10.56	1	6		18.33	4	15.5	abcde
OP-6A	DS1, Avg Days			14.02		12.69		14.68	15	10.9	3	6.86	abcde
OP-6A	DS3, Avg Days			32.25		37		24		6		19.88	abcde
OP-6A	E911, Avg Days												abcde
OP-6A	EELs, Avg Days				6.8		13		14		2.25		abcde
OP-6A	Frame Relay, Avg Days			21.25		5.29		7.57		7.8		10.44	abcde
OP-6A	ISDN Primary, Avg Days	ND											abcde
OP-6A	ISDN Primary, Avg Days	D		1				4					abcde
OP-6A	ISDN Primary, Avg Days		5.5	15.83	2	16.69	1	34.77		17.87	1.25	17.63	abcde
OP-6A	Line Sharing, Avg Days	ND		3.65		4.46		4.42		5.25		5.02	abcde
OP-6A	Line Sharing, Avg Days	D		4.48	2	3.96		4.07		4.65		3.69	abcde
OP-6A	LIS Trunk, Avg Days		19.5	4	5	5	12	23	4.67	2.5	11	2	abcde
OP-6A	PBX, Avg Days	ND		12				4			2		abcde
OP-6A	PBX, Avg Days	D		25	3	2		2		1		6	abcde
OP-6A	PBX, Avg Days		1	10.73	1	10.57		17.28		12.88	4.26	13.53	abcd
OP-6A	Qwest DSL, Avg Days	ND	1	9.14	1.5	6.95		6.63	1	9.43		10.22	abcde
OP-6A	Qwest DSL, Avg Days	D	1	3.81		2.67		3		3.36		6.22	abcde
OP-6A	Qwest DSL, Avg Days					2.5		21	3	2.67		3	abcde
OP-6A	Residence, Avg Days	ND		3.2	1	2.64	1	3.73	1	3.6	2	5.07	abcde

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OP-6A	Residence, Avg Days	D	2.5	4.41	2.83	3.53	7.67	3.9	2	4.29	2	3.46	abcde
OP-6A	UBL - 2-wire, Avg Days		4	16.15		6.81	1	5.82		4.33		3.17	abcde
OP-6A	UBL - 4-wire, Avg Days			14.02		12.69		14.68		10.9		6.86	abcde
OP-6A	UBL - ADSL Qualified, Avg Days			3.81		2.75		3		3.36		6.22	abcde
OP-6A	UBL - DS1 Capable, Avg Days		7.67	14.02		12.69	1.5	14.68	13	10.9	13	6.86	abcde
OP-6A	UBL - DS3 Capable, Avg Days			32.25		37		24		6		19.88	abcde
OP-6A	UBL Analog, Avg Days	D											abcde
OP-6A	UBL Analog, Avg Days		3.45	4.48	3.39	3.96	4.43	4.07	6.2	4.65	8.36	3.69	
OP-6A	UBL ISDN Capable, Avg Days		5.5	16.15		6.81	4.5	5.82	4.5	4.33		3.17	abcde
OP-6A	UDIT Above DS1 Level, Avg Days			32.25		37		24		6		19.88	abcde
OP-6A	UDIT DS1, Avg Days			14.02		12.69		14.68		10.9		6.86	abcde
OP-6A	UNE-P, POTS, Avg Days	ND	6.5	3.65	1.67	4.46	2	4.42	7.33	5.25	1.75	5.02	abcde
OP-6A	UNE-P, POTS, Avg Days	D	3	4.48	4.67	3.96	5	4.07	2	4.65	3.89	3.69	abcde
OP-6A	UNE-P, Centrex 21, Avg Days	ND		21.25	2.5				1.33	3	1.5	8	abcde
OP-6A	UNE-P, Centrex 21, Avg Days	D		28.14	11	1		2.75		1.67	2	1	abcde
OP-6A	UNE-P, Centrex, Avg Days	ND			3	7	2	1					abcde
OP-6A	UNE-P, Centrex, Avg Days	D		30.25	1.8	17.89		5	1	3.75		6	abcde
OP-6B	Delayed Days for Facility Reasons												
OP-6B	Basic Rate ISDN, Avg Days	D											abcde
OP-6B	Basic Rate ISDN, Avg Days		17	25.25		9.25	3.5	11		28.63		11.75	abcde
OP-6B	Business, Avg Days	ND											abcde
OP-6B	Business, Avg Days	D	8	11.53	6.5	10.16		8.62		9.49		8.08	abcde
OP-6B	Centrex 21, Avg Days	D		3		8.8		5		5		1	abcde
OP-6B	Centrex, Avg Days	ND											abcde
OP-6B	Centrex, Avg Days	D		9.5				7					abcde
OP-6B	DS0, Avg Days			10.67		9		8		2	5	1	abcde
OP-6B	DS1, Avg Days			12.81		13.18		10.19		13.38		21.89	abcde
OP-6B	DS3, Avg Days			94.5		37		32.33		35.25		38.75	abcde
OP-6B	EELs, Avg Days		11		7.75		6.4		2		8.2		abcde
OP-6B	Frame Relay, Avg Days			15.13		8				7.25		17.8	abcde
OP-6B	ISDN Primary, Avg Days			17.5		40.5		10.5		10		54.6	abcde
OP-6B	Line Sharing, Avg Days	ND	5	4.45	9	3	1.5	5.82	3	2.78		2	abcde
OP-6B	Line Sharing, Avg Days	D		8.4		6.31	3	5.91		6.05		7.87	abcde
OP-6B	LIS Trunk, Avg Days		4						21	4			abcde
OP-6B	PBX, Avg Days	D		10.5		4		12		54			abcde

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OP-6B	PBX, Avg Days					18		35					abcde
OP-6B	Qwest DSL, Avg Days	ND										2	abcde
OP-6B	Qwest DSL, Avg Days	D		13.5							3		abcde
OP-6B	Residence, Avg Days	ND		4.45	3	3		5.82	1	2.78		2	abcde
OP-6B	Residence, Avg Days	D	6.67	7.59	5.78	5.6	4.44	5.2	2.25	4.79	3.5	7.76	bcde
OP-6B	UBL - 2-wire, Avg Days			25.25	4.67	9.25	4	11	10.5	28.63	10	11.75	abcde
OP-6B	UBL - 4-wire, Avg Days			12.81		13.18		10.19		13.38		21.89	abcde
OP-6B	UBL - ADSL Qualified, Avg Days			13.5									abcde
OP-6B	UBL - DS1 Capable, Avg Days		7	12.81	6.8	13.18	2.75	10.19	5.4	13.38		21.89	abcde
OP-6B	UBL - DS3 Capable, Avg Days			94.5		37		32.33		35.25		38.75	abcde
OP-6B	UBL Analog, Avg Days	ND											abcde
OP-6B	UBL Analog, Avg Days	D											abcde
OP-6B	UBL Analog, Avg Days		5.09	8.4	8.88	6.31	8.45	5.91	4.71	6.05	4.83	7.87	e
OP-6B	UBL ISDN Capable, Avg Days		3.75	25.25	4	9.25		11		28.63	5.5	11.75	abcde
OP-6B	UDIT Above DS1 Level, Avg Days			94.5		37		32.33		35.25	19	38.75	abcde
OP-6B	UDIT DS1, Avg Days			12.81		13.18		10.19		13.38	7	21.89	abcde
OP-6B	UNE-P, POTS, Avg Days	ND	5	4.45		3		5.82		2.78		2	abcde
OP-6B	UNE-P, POTS, Avg Days	D	5	8.4	5.29	6.31	5	5.91	6.5	6.05	3	7.87	abcde
OP-6B	UNE-P, Centrex 21, Avg Days	ND											abcde
OP-6B	UNE-P, Centrex 21, Avg Days	D		3		8.8		5		5		1	abcde
OP-6B	UNE-P, Centrex, Avg Days	ND											abcde
OP-6B	UNE-P, Centrex, Avg Days	D	1	9.5	4.67		1	7	3		1		abcde
OP-7	Coordinated "Hot Cut" Interval - Unbundled Loop												
OP-7	Analog, Hrs:Min		0:03		0:03		0:03		0:03		0:03		
OP-7	Other, Hrs:Min				0:01		0:26		0:03		0:05		abcd
OP-8	Number Portability Timeliness												
OP-8B	with Loop Coordination, %		99.46%		99.78%		99.88%		100%		99.71%		
OP-8C	without Loop Coordination, %		94.62%		99.88%		99.87%		99.62%		99.70%		
OP-13	Coordinated Cuts - Unbundled Loop												
OP-13A	Analog, %		99.41%		99.60%		99.83%		99.44%		99.68%		
OP-13A	Other, %		98.21%		97.37%		98.72%		98.53%		99.07%		
OP-13B	Coordinated Cuts Started Without CLEC Approval - Unbundled Loop												
OP-13B	Analog, %		0.15%		0.00%		0.00%		0.00%		0.00%		
OP-13B	Other, %		0.89%		0.00%		0.00%		0.00%		0.00%		
OP-15A	Interval for Pending Orders Delayed Past Due Date												

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			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
OP-15A	Basic Rate ISDN, Avg Days			135.37		163.25		158.98		160.17		189.92	abcde
OP-15A	Business, Avg Days		381	103.27	203	107.1	432	121.66	233	144.9	482	163.67	abcde
OP-15A	Centrex 21, Avg Days			187.36		207.5		225.33		250.57		254.28	abcde
OP-15A	Centrex, Avg Days			270		40.38		104.67		130.4		182.75	abcde
OP-15A	DS0, Avg Days			158.62		155		186.5		209.91	6	243.2	abcde
OP-15A	DS1, Avg Days			41.71		50.79	0	64.08		62.8		75	abcde
OP-15A	DS3, Avg Days			58.24		83.53		130.88		113.1		82.54	abcde
OP-15A	EELs, Avg Days		10.67		5.5		13.25		12.63		0		abcde
OP-15A	Frame Relay, Avg Days			71.57		114.44		84.86		106		219.67	abcde
OP-15A	ISDN Primary, Avg Days		337	56.17	358	52.05	380	166	400	59.33	421	144.57	abcde
OP-15A	Line Sharing, Avg Days		1.33		1.6		2.67		3.67		9		abcde
OP-15A	LIS Trunk, Avg Days								5		2		abcde
OP-15A	PBX, Avg Days			143.33		200.87		250		298.33		306.6	abcde
OP-15A	Residence, Avg Days		217.13	65.99	216.12	80.06	283.33	71.74	206.52	74.99	221.16	92.39	
OP-15A	UBL - 2-wire, Avg Days		8.57	135.37	13.88	163.25	10.4	158.98	8.83	160.17	9.73	189.92	abcd
OP-15A	UBL - 4-wire, Avg Days			41.71		50.79		64.08		62.8		75	abcde
OP-15A	UBL - DS1 Capable, Avg Days		1.5	41.71	1	50.79	9.67	64.08	3.33	62.8	6.29	75	abcde
OP-15A	UBL - DS3 Capable, Avg Days			58.24		83.53		130.88		113.1		82.54	abcde
OP-15A	UBL Analog, Avg Days		46.2	88.88	30.24	106.43	61.5	116.57	121.57	132.51	103.11	156.35	de
OP-15A	UBL ISDN Capable, Avg Days		6	135.37	3	163.25		158.98		96.24	8	117.55	abcde
OP-15A	UDIT Above DS1 Level, Avg Days			58.24		83.53		130.88	12.5	113.1		82.54	abcde
OP-15A	UDIT DS1, Avg Days			41.71		50.79		64.08		62.8		75	abcde
OP-15A	UNE-P, POTS, Avg Days		37.5	81.7	52.11	93.72	78	97.32	32.26	111.36	40.58	131.58	bc
OP-15A	UNE-P, Centrex 21, Avg Days		3.5	187.36	0	207.5	0	225.33		250.57		254.28	abcde
OP-15A	UNE-P, Centrex, Avg Days		2	270	5	40.38	0.33	104.67		130.4		182.75	abcde
OP-15B	Pending Orders Delayed for Facilities Reasons												
OP-15B	Basic Rate ISDN			16		15		17		16		16	abcde
OP-15B	Business		0	47	0	57	0	39	0	32	0	16	abcde
OP-15B	Centrex			1		3		2		3		3	abcde
OP-15B	Centrex 21			2		0		2		1		1	abcde
OP-15B	DS0			3		2		4		3	0	2	abcde
OP-15B	DS1			42		27	0	19		27		19	abcde
OP-15B	DS3			11		10		3		6		8	abcde
OP-15B	EELs		3		2		4		8		1		abcde
OP-15B	Frame Relay			5		3		5		4		3	abcde

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OP-15B	ISDN Primary		0	23	0	3	0	1	0	10	0	0	abcde
OP-15B	Line Sharing		3		4		3		2		2		abcde
OP-15B	LIS Trunk								3		1		abcde
OP-15B	PBX			9		2		1		0		0	abcde
OP-15B	Residence		5	229	6	177	3	102	3	68	0	45	abcde
OP-15B	UBL - 2-wire		6	16	8	15	5	17	6	16	11	16	abcde
OP-15B	UBL - 4-wire			42		27		19		27		19	abcde
OP-15B	UBL - DS1 Capable		2	42	1	27	3	19	2	27	6	19	abcde
OP-15B	UBL - DS3 Capable			11		10		3		6		8	abcde
OP-15B	UBL Analog		6	158	8	140	5	78	1	54	3	34	abcde
OP-15B	UBL ISDN Capable		1	16	0	15		17		16	2	16	abcde
OP-15B	UDIT Above DS1 Level			11		10		3	2	6		8	abcde
OP-15B	UDIT DS1			42		27		19		27		19	abcde
OP-15B	UNE-P, POTS		2	276	2	234	1	141	1	100	1	61	abcde
OP-15B	UNE-P, Centrex		1	1	1	3	2	2		3		3	abcde
OP-15B	UNE-P, Centrex 21		0	2	0	0	0	2		1		1	abcde
OP-17	Timeliness of Disconnects associated with LNP Orders												
OP-17A	LNP, %		99.99%		99.97%		100%		99.99%		99.99%		
OPERATOR SERVICES													
OS-1	Speed of Answer - Operator Services												
OS-1	All, Avg Sec			8.2		8.25		9.03		8.98		8.3	abcde
PRE-ORDER/ORDER													
PO-1	Pre-Order/Order Response Times												
PO-1A-1(a)	Appt. Sched, IMA Req, Avg Sec		0.44		0.3		0.34		0.31		0.37		
PO-1A-1(b-c)	Appt. Sched, IMA Resp/Accept, Avg Sec		1.47		1.43		1.55		1.37		1.35		
PO-1A-10(a)	Meet Point Inquiry, IMA Req, Avg Sec		0.36		0.29		0.31		0.3		0.34		
PO-1A-10(b)	Meet Point Inquiry, IMA Resp, Avg Sec		4.96		4.91		4.81		4.78		4.94		
PO-1A-10Total	Meet Point Inquiry, IMA Aggregate, Avg Sec		5.32		5.2		5.12		5.08		5.28		
PO-1A-1Total	Appt. Sched, IMA Aggregate, Avg Sec		1.91		1.73		1.89		1.68		1.72		
PO-1A-2(a)	Service Avail, IMA Req, Avg Sec		0.41		0.37		0.44		0.34		0.48		
PO-1A-2(b)	Service Avail, IMA Resp, Avg Sec		7.25		7.49		7.71		8.21		8.4		
PO-1A-2Total	Service Avail, IMA Aggregate, Avg Sec		7.66		7.86		8.14		8.55		8.88		
PO-1A-3(a)	Facility Check, IMA Req, Avg Sec		0.55		0.41		0.57		0.4		0.73		
PO-1A-3(b)	Facility Check, IMA Resp, Avg Sec		7.33		6.89		7		6.71		6.68		
PO-1A-3Total	Facility Check, IMA Aggregate, Avg Sec		7.88		7.3		7.57		7.11		7.41		

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PO-1A-4(a)	Address Validation, IMA Req, Avg Sec		1.09		0.81		0.83		0.78		0.91		
PO-1A-4(b)	Address Validation, IMA Resp, Avg Sec		4.37		3.82		3.89		3.71		4.1		
PO-1A-4Total	Address Validation, IMA Aggregate, Avg Sec		5.47		4.64		4.72		4.49		5.01		
PO-1A-5(a)	Get CSR, IMA Req, Avg Sec		0.61		0.67		0.89		0.54		0.89		
PO-1A-5(b)	Get CSR, IMA Resp, Avg Sec		5.71		6.22		6.55		6.31		6.8		
PO-1A-5Total	Get CSR, IMA Aggregate, Avg Sec		6.32		6.89		7.44		6.85		7.69		
PO-1A-6(a)	TN Reserv, IMA Req, Avg Sec		0.61		0.29		0.33		0.29		0.38		
PO-1A-6(b)	TN Reserv, IMA Resp, Avg Sec		4.83		5.05		4.78		4.27		4.47		
PO-1A-6(c)	TN Reserv, IMA Accept, Avg Sec		0.66		0.72		0.72		0.64		0.64		
PO-1A-6Total	TN Reserv, IMA Aggregate, Avg Sec		6.11		6.06		5.83		5.2		5.49		
PO-1A-7(a)	Loop Qual Tools, IMA Req, Avg Sec		0.94		0.74		0.78		0.63		0.74		
PO-1A-7(b)	Loop Qual Tools, IMA Resp, Avg Sec		6.74		6.88		6.94		7.88		7.97		
PO-1A-7Total	Loop Qual Tools, IMA Aggregate, Avg Sec		7.68		7.62		7.72		8.51		8.71		
PO-1A-8(a)	Resale of Qwest DSL Qual, IMA Req, Avg Sec		0.72		0.8		0.47		0.34		0.78		
PO-1A-8(b)	Resale of Qwest DSL Qual, IMA Resp, Avg Sec		8.14		6.94		7.4		6.54		6.44		
PO-1A-8Total	Resale of Qwest DSL Qual, IMA Aggregate, Avg Sec		8.86		7.74		7.87		6.88		7.22		
PO-1A-9(a)	Connecting Facility Assign, IMA Req, Avg Sec		0.36		0.27		0.27		0.28		0.27		
PO-1A-9(b)	Connecting Facility Assign, IMA Resp, Avg Sec		8.89		8.79		8.45		8.38		8.38		
PO-1A-9Total	Connecting Facility Assign, IMA Aggregate, Avg Sec		9.25		9.06		8.73		8.66		8.66		
PO-1B-1	Appt. Sched, EDI Req/Resp, Avg Sec		3.34		3.36		3.39		3.47		3.83		
PO-1B-10	Meet Point Inquiry, EDI Req/Resp, Avg Sec		5.54		5.28		5.06		5.23		6.04		
PO-1B-2	Service Avail, EDI Req/Resp, Avg Sec		7.2		6.9		7.09		8.56		8.61		
PO-1B-3	Facility Check, EDI Req/Resp, Avg Sec		6.65		6.37		6.5		6.01		6.76		
PO-1B-4	Address Validation, EDI Req/Resp, Avg Sec		2.57		2.54		2.56		2.61		3.13		
PO-1B-5	Get CSR, EDI Req/Resp, Avg Sec		3.05		3.14		3.25		3.41		3.65		
PO-1B-6	TN Reserv, EDI Req/Resp, Avg Sec		5.41		5.46		5.24		4.86		5.25		
PO-1B-7	Loop Qual Tools, EDI Req/Resp, Avg Sec		7.09		6.84		7.12		8.64		8.98		
PO-1B-8	Resale of Qwest DSL Qual, EDI Req/Resp, Avg Sec		6.51		5.79		6.96		5.56		6.67		
PO-1B-9	Connecting Facility Assign, EDI Req/Resp, Avg Sec		8.51		8.4		8.1		8.41		8.77		
PO-1C-1	Timeout, IMA Total, %		0.48%		0.26%		0.28%		0.22%		0.14%		
PO-1C-2	Timeout, EDI Total, %		0.05%		0.01%		0.07%		0.13%		0.19%		
PO-1D-1	Rejected Query, IMA Total, Avg Sec		1.33		1.32		1.31		1.31		1.32		
PO-1D-2	Rejected Query, EDI Total, Avg Sec		1.88		1.87		1.78		1.8		2.27		
PO-2	Electronic Flow-through												
PO-2A-1	IMA, LNP, %		51.28%		56.32%		59.50%		58.46%		61.80%		

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			CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	
PO-2A-1	IMA, Resale Aggregate w/o UNE-P-POTS, %		62.21%		66.55%		62.33%		66.43%		65.99%		
PO-2A-1	IMA, UBL Aggregate, %		45.46%		49.64%		50.54%		45.95%		46.43%		
PO-2A-1	IMA, UNE-P, POTS, %		50.85%		46.16%		39.93%		43.62%		50.93%		
PO-2A-2	EDI, LNP, %		67.78%		74.93%		73.48%		76.80%		77.00%		
PO-2A-2	EDI, Resale Aggregate w/o UNE-P-POTS, %		74.80%		75.71%		75.87%		80.90%		77.78%		
PO-2A-2	EDI, UBL Aggregate, %		59.94%		58.94%		55.36%		62.03%		60.60%		
PO-2A-2	EDI, UNE-P, POTS, %		73.55%		88.68%		74.02%		92.05%		90.54%		
PO-2B-1	All Eligible LSRs, IMA, LNP, %		97.92%		98.18%		95.83%		95.60%		96.29%		
PO-2B-1	All Eligible LSRs, IMA, Resale Aggregate w/o UNE-P-POTS, %		91.10%		95.04%		91.42%		94.17%		95.55%		
PO-2B-1	All Eligible LSRs, IMA, UBL Aggregate, %		89.84%		91.70%		90.37%		85.96%		85.78%		
PO-2B-1	All Eligible LSRs, IMA, UNE-P, POTS, %		83.57%		83.49%		77.06%		87.43%		90.19%		
PO-2B-2	All Eligible LSRs, EDI, LNP, %		98.19%		98.09%		98.24%		98.71%		97.75%		
PO-2B-2	All Eligible LSRs, EDI, Resale Aggregate w/o UNE-P-POTS, %		93.90%		99.02%		98.26%		98.18%		98.23%		
PO-2B-2	All Eligible LSRs, EDI, UBL Aggregate, %		92.96%		97.00%		94.75%		97.31%		96.63%		
PO-2B-2	All Eligible LSRs, EDI, UNE-P, POTS, %		91.44%		99.11%		97.43%		97.91%		96.95%		
PO-3	LSR Rejection Notice Interval												
PO-3A-1	IMA - Rejected Manually, Product Aggregate, Hrs:Min		4:05		18:02		7:27		3:51		3:03		
PO-3A-2	IMA - Auto-Rejected, Product Aggregate, Min:Sec		0:03		0:03		0:07		0:03		0:03		
PO-3B-1	EDI - Rejected Manually, Product Aggregate, Hrs:Min		3:24		7:47		2:20		1:44		1:53		
PO-3B-2	EDI - Auto-Rejected, Product Aggregate, Min:Sec		0:03		0:03		0:01		0:03		0:03		
PO-3C	Manual and IIS, Product Aggregate, Hrs:Min		17:13		9:54		6:17		12:36		13:38		
PO-4	LSRs Rejected												
PO-4A-1	IMA - Rejected Manually, Product Aggregate, %		2.67%		2.82%		3.19%		2.81%		3.04%		
PO-4A-2	IMA - Auto-Rejected, Product Aggregate, %		32.61%		31.18%		31.23%		32.41%		29.47%		
PO-4B-1	EDI - Rejected Manually, Product Aggregate, %		3.81%		4.01%		3.27%		3.62%		3.15%		
PO-4B-2	EDI - Auto-Rejected, Product Aggregate, %		27.14%		26.33%		48.51%		38.07%		49.16%		
PO-4C	Facsimile, Product Aggregate, %		34.05%		13.94%		24.66%		27.39%		29.53%		
PO-5	Firm Order Confirmations (FOCs) On Time												
PO-5A-1(a)	Fully Elec LSRs Rec'd Via IMA, Resale Aggregate, %		99.88%		100%		100%		99.97%		99.88%		
PO-5A-1(b)	Fully Elec LSRs Rec'd Via IMA, UBL Aggregate, %		99.65%		100%		100%		99.63%		100%		
PO-5A-1(c)	Fully Elec LSRs Rec'd Via IMA, LNP, %		99.78%		100%		100%		100%		100%		
PO-5A-2(a)	Fully Elec LSRs Rec'd Via EDI, Resale Aggregate, %		99.94%		99.95%		100%		99.91%		99.97%		
PO-5A-2(b)	Fully Elec LSRs Rec'd Via EDI, UBL Aggregate, %		99.96%		100%		100%		99.93%		99.92%		
PO-5A-2(c)	Fully Elec LSRs Rec'd Via EDI, LNP, %		100%		99.93%		99.94%		99.43%		99.92%		
PO-5B-1(a)	Elec/Manual LSRs Rec'd Via IMA, Resale Aggregate, %		95.58%		95.67%		97.09%		95.79%		96.91%		

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PO-5B-1(b)	Elec/Manual LSRs Rec'd Via IMA, UBL Aggregate, %		98.51%		97.47%		99.65%		98.72%		98.16%		
PO-5B-1(c)	Elec/Manual LSRs Rec'd Via IMA, LNP, %		99.73%		100%		100%		100%		99.64%		
PO-5B-2(a)	Elec/Manual LSRs Rec'd Via EDI, Resale Aggregate, %		99.69%		99.66%		100%		99.86%		99.78%		
PO-5B-2(b)	Elec/Manual LSRs Rec'd Via EDI, UBL Aggregate, %		99.52%		99.44%		99.91%		99.84%		99.92%		
PO-5B-2(c)	Elec/Manual LSRs Rec'd Via EDI, LNP, %		99.91%		99.92%		100%		100%		99.80%		
PO-5C-(a)	Manual, Resale Aggregate, %		93.75%		94.12%		75.00%		100%		94.12%		d
PO-5C-(b)	Manual, UBL Aggregate, %		100%		96.67%		94.44%		100%		98.72%		
PO-5C-(c)	Manual, LNP, %		96.77%		100%		100%		100%		100%		
PO-5D	LIS Trunk, %		100%		100%		98.88%		100%		100%		
PO-6	Work Completion Notification Timeliness												
PO-6A	GUI, All, Hrs:Min		0:23		0:29		0:42		0:24		0:27		
PO-6B	EDI, All, Hrs:Min		0:22		0:24		0:19		0:25		0:25		
PO-7	Billing Completion Notification Timeliness												
PO-7A-C	GUI / Billing System Posting Completions, All, %		96.91%	96.41%	96.15%	95.68%	97.33%	98.32%	96.92%	97.12%	97.35%	98.81%	
PO-7B-C	EDI / Billing System Posting Completions, All, %			96.41%		95.68%		98.32%		97.12%	100%	98.81%	a b c d e
PO-8	Jeopardy Notice Interval												
PO-8A	Non-Designed Services, Avg Days		3	5.28	3.32	5.49	1.48	5.04	3.47	6.65	2.08	5.15	
PO-8B	UBLs and LNP, Avg Days		5.39	5.28	6.64	5.49	5.57	5.04	5.03	6.65	6.15	5.15	
PO-8C	LIS Trunk, Avg Days		18.5		21				18	15	17		a b c d e
PO-8D	UNE-P, POTS, Avg Days		3.95	5.28	3.29	5.49	3.55	5.04	3.5	6.65	6.73	5.15	d
PO-9	Timely Jeopardy Notices												
PO-9A	Non-Designed Services, %		45.45%	31.00%	40.91%	25.14%	55.56%	21.88%	30.00%	20.75%	33.33%	8.63%	d e
PO-9B	UBLs and LNP, %		73.68%	31.00%	62.50%	25.14%	41.94%	21.88%	47.73%	20.75%	43.75%	8.63%	
PO-9C	LIS Trunk, %		66.67%	0.00%	0.00%	0.00%		0.00%	0.00%	33.33%	100%	0.00%	a b c d e
PO-9D	UNE-P, POTS, %		30.77%	31.00%	25.00%	25.14%	20.00%	21.88%	0.00%	20.75%	22.22%	8.63%	c d e
PO-10	LSR Accountability												
PO-10	Product Aggregate, %		100%		100%		100%		100%		100%		
PO-15	Number of Due Date Changes per Order												
PO-15	All, Avg Days		0.05	0.03	0.06	0.03	0.06	0.03	0.04	0.03	0.04	0.03	
PO-16	Timely Release Notifications												
PO-16	All, %				100%		100%		100%		100%		a b c d e
PO-19	Stand-Alone Test Environment (SATE) Accuracy												
PO-19	All, %		97.61%		98.28%		100%		99.62%		99.36%		
PO-19A	Rel. 10.0, %		97.42%		98.46%		100%		99.49%		99.49%		
PO-19A	Rel. 11.0, %		98.17%		97.25%		100%		99.55%		100%		

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PO-19A	Rel. 12.0, %										99.58%		a b c d
PO-19A	Rel. 8.0, %												a b c d e
PO-19A	Rel. 9.0, %		95.77%										b c d e
PO-19A	Rel. VICKI, %		100%		100%		100%		100%		97.54%		
PO-19B	All, %		97.06%										b c d e
PO-20	Manual Service Order Accuracy												
PO-20	Resale POTS and UNE-P, POTS, %		95.20%		94.40%		93.98%		95.63%		96.21%		
PO-20	UBLs, Analog & NL 2-wire, %		96.47%		97.38%		96.36%		98.75%		97.62%		

Metric Number:

* = Metrics recalculated after NTF tickets are excluded. These metrics have not been audited by a third party.

DR: Disaggregation Reporting

D = Dispatch (both within MSAs and outside MSAs)

ND = No Dispatch

blank = State or Regional Level

Notes:

a = Sample size less than or equal to 10 in November 2002

b = Sample size less than or equal to 10 in December 2002

c = Sample size less than or equal to 10 in January 2003

d = Sample size less than or equal to 10 in February 2003

e = Sample size less than or equal to 10 in March 2003